

JOSHUA HALPIN

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CURRENT AND PREVIOUS EMPLOYMENT:

DATES FROM 2015 – TO CURRENT EMPLOYMENT

OPERATIONS SUPPORT ASSISTANT, POLICE MUTUAL

Data input into various systems and networks (All the Microsoft office applications, CMS, CRM).

Database management, generating reports and communication through departments.

Handling and ordering of compensation or complaint vouchers.

Internal quality check work.

Create, organize and manage information into documents or a variety of systems.

Equipment maintenance.

Clerical paperwork.

Creation of information/daily dashboards for colleagues and team leaders to view internal progression.

Marketing research (both internally and externally).

Scanning and indexing of documentation.

Minor finance and accounting work (Realax payments, cashing on mid-term adjustments etc.).

Establish and authorize annual leave within certain departments.

Ensuring documentation is correctly formatted.

Distribution of correspondence to clients as well as mutual companies.

Minor office and facilities management.

Managing data reports.

DATES FROM 2013 – TO 2015

HEAD CASHIER/CUSTOMER ASSISTANT, MATALAN

Within my previous role I was a head cashier in the Matalan William square branch; I also had additional duties within this role such as:

Cash and till management

Store Closure

Ensuring cash desk and sales floor are up to company standards.

Collecting the tills intake after store closure

Minor admin duties (e.g. checking purchase history for customers, updating deliveries current status and refunding customers online purchase via PayPal etc.)

Cash office duties (e.g. cashing up the previous days intake, reconciling totals, use multiple software systems to investigate and discretions or errors that may have occurred.)

Using CCTV for store security and customer queries.

Amending till errors

Till training

Safe security

Customer service and updating Matalan customer details

Also cash desk counselling with employees to amend errors and further train them how to prevent these issues.

DATES FROM 2011 – TO 2013

CUSTOMER SERVICE/SALE ASSISTANT, MARKS & SPENCER

Covering the sales floors and the customer service desk.

Dealing with customers face to face and over the telephone.

Assisting customers to find the goods they want.

Ensuring confidentiality and discretion is shown at all times.

Operating the till and chip and pin machine.

Cashing up at the end of the day.

Giving information on products and prices.

Promoting special offers or store cards.

Processing on line orders using the internal computerized systems and advising on stock amounts.

Completing relevant paperwork.

Handling complaints or finding the correct member of staff to handle the complaint.

Stacking shelves or displaying goods in a specific manner, which is found appealing to customers.

Being flexible and willing to work in different departments when required, covering late shifts, weekends, sickness and holiday leave.

Minor call handling (phone work).

Personal Statement:

I have 9 years of clerical and administration experience, as well as 6 years' experience providing customer service throughout various businesses.

I am always looking to grow and thrive within my role, I'm always willing to learn whatever is required, expand my skills and accommodate to deliver excellent work output.

I also have some intermediate experience in marketing from a customer service and an administration perspective.

I believe that I am friendly, approachable and I have excellent interpersonal experience.

I have competent communication skills and I am confident and tactful with customers, colleagues and a wide array of situations.

I am an honest, reliable, trustworthy individual who can handle large amounts of responsibility and have excellent time management along with a substantial attendance record.

I work well in a team, but I am very capable of working on my own initiative. Whenever I work alone, I can maintain focus and sustain self-motivation.

I have a good knowledge of workplace regulations, dynamics and structures; however, I am always fascinated to learn new skills and more information regarding the company in

order to cultivate new, creative and resourceful ways to develop my personal work and improve my overall work performance.

EDUCATION

ALSOB HIGH SCHOOL & SIXTH FORM COLLEGE 2010 – 2012 A LEVEL QUALIFICATIONS/GSCES

A Levels Business and Financial Studies B
Media Studies B
A level History studies C

GCSEs IT Studies B
English Literature C
English Language C
Science C
Additional Science C
Catering C
Mathematics D
History D

Other information:

I have also been part of an employability course which involved: team building skills, interpersonal skills, workplace mannerisms, body language etc.

SKILLS

- Self-learned regarding film and television production, regarding technical aspects, camera movement, sound, lighting etc.
- Amateur analogue photography.
- Knowledge on 35 and 120mm film.
- Ability to follow instructions with ease
- Ability to work independently
- Ability to work quickly and carefully
- Unique and creative attributes for within the workplace
- Intermediate experience in marketing
- Excellent communication skills
- Capacity to learn new skills with ease
- Motivated and able manage my time affectively

- Administrative skills and ability to use a number of systems and networks
 - I have 6 years of experience in customer service and 3 years of administration work
 - Ability to cover various roles and adapt to variable responsibilities
 - Can use all Microsoft programs and knowledgeable in a variety of technological areas
 - Cash management
 - Career focused
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- I also have the capability to produce more creative and effective methods to complete tasks.

INTERESTS AND HOBBIES:

My interests mostly revolve around film, I'm an avid cinema goer and have loved everything about it from the beginning concepts, behind the scenes, production, creating foley or ADR, scoring or editing the footage everything really.

Film and television play an active part in my passion, I am hopeful to pursue a career within the industry as soon as possible.

I also enjoy traveling and integrating more culture into my life, learning local dialogue and taking in my surrounding no matter how vast or small.

Music is also a big interest of mine in how it plays a pivotal part in our day to day lives, anything from Motown to 80's pop rock I'll give most things a listen.